

**Non-Discrimination Agreement
Annual Report
Population under 100,000**

Washington State Department of Transportation

City of Redmond

(Name of Recipient)

2021

(Reporting year, based on end date of reporting period)

October 1, 2020 - September 30, 2021

(Reporting period)

As stipulated in this agency's Title VI Program Non-Discrimination Agreement, WSDOT's approval letter to that agreement, and WSDOT's Highways and Local Programs Local Agency Guidelines Manual (Chapter 28), the annual accomplishment and update report for the reporting period reflected above is hereby submitted.

Current Chief Executive Officer:

Name: Angela Birney

Title: Mayor

Planning Director:

Name: Carol Helland

Title: Planning & Community Development Director

Title VI Coordinator:

Name: Cecilia Martinez-Vasquez

Title: DEI Program Manager

Submitted by:

Signature

Cecilia Martinez-Vasquez

Typed/Printed Name

DEI Program Manager

Title

November 9, 2021

Date

1. Report any changes in the organizational structure since the last reporting period. (Example: New Title VI Coordinator, new planning or public works director, etc.).

Diversity, Equity, and Inclusion Program Manager (responsible for Title VI reporting), Cecilia Martinez-Vasquez (Latinx/female)

a. Report should identify the changes in the racial/gender composition of those persons involved in the transportation decision making, including planning and advisory staff.

b. If no changes have been made, please indicate that accordingly.

Mayor, Angela Birney (no change in race/gender)
Planning Director, Carol Helland (no change in race/gender)

2. Using the most current data available (through Census or Washington State Office of Financial Management), describe the demographics within your jurisdiction.

According to the Census, on April 1, 2020 our population was estimated at 73,256. An increase of 32.0% since April 1, 2010. The city continues to become more diverse; people of color now make up 49.2%; 45.4% of households speak a language other than English at home; and self-identified females make up 49.1% of the City's population.

Redmond has a relatively highly educated population with 97.0% of people living in the city over the age of 25 are high school graduates or higher and 71.8% hold bachelor's degrees or higher. On the other hand, the percentage of people living in poverty is 5.4% including 18.7% of whom do not hold a high school diploma. Unemployment in 2020 stood at 3.5%.

2018 American Community Survey data show the top languages in Redmond after English are Chinese, Spanish, Russian, Korean, and Arabic. These data are incomplete however as languages of India are combined into an "Other Indo-European languages" category. We know from the 2018 Public Use Microdata Sample that in Northwest King County, which includes the cities of Redmond, Kirkland and Inglewood and Finn Hill areas, that the third most common language after Spanish and Chinese is Hindi. We cannot tease out what proportion of the 4,047 Hindi speakers live within Redmond city limits but might assume that they outnumber speakers of Russian.

Language	Number of Speakers	Margin of Error	% of Population	LEP
Chinese	4,778	±739	7.6%	39.0%
Spanish	3,783	±800	6.0%	29.6%
Russian	2,132	±494	3.4%	33.8%
Korean	612	±243	1.0%	32.0%
Arabic	578	±228	0.9%	22.9%

a. Describe any required Title VI activities and/or studies conducted that provided data relative to minority persons, neighborhoods, income levels, physical environment, and travel habits.

N/A

b. How was the information utilized or Title VI provisions and needs applied in each study or activity?

Annual update of data from the American Community Survey regarding language usage and changes to racial makeup of residents. This information was used to determine which languages to translate basic city service information into for printed materials (see Appendix A) as well as on the city website <https://www.redmond.gov/984/New-Residents>.

3. List any Public outreach activities during the reporting period such as, public announcements and/or communications for meetings, hearings, project notices.

Redmond 2050 Outreach Activities

Date	Activity
11/24/20	Community Workshop on Growth
Q4 2020	Redmond 2050 SEPA Scoping online questionnaire
Q4 2020	Redmond 2050 "Pains and Gains Round 1" online questionnaire
2/8/21	Transportation Master Plan briefing to Pedestrian-Bicycle Advisory Committee
2/25/21	Transportation Master Plan briefing to OneRedmond Government Affairs
Q1 2021	Redmond 2050 Redmond Youth Partnership Advisory Committee stakeholder interview
Q1 2021	Redmond 2050 Overlake small business roundtable
Q1 2021	Redmond 2050 "Pains and Gains Round 2" online questionnaire
Q1-Q2 2021	Redmond 2050 minority and small business stakeholder interviews (7 total)
4/1/21	Redmond 2050 overview with Parks & Trails Commission
6/24/21	Growth Scenarios briefing to OneRedmond Government Affairs
Q2 2021	Redmond 2050 Design Principles online questionnaire
Q2 2021	Redmond 2050 Look and Feel online questionnaire
8/4/21	Redmond 2050 overview with Redmond Zoning Code ReWrite stakeholders
8/6/21	Redmond 2050 outreach at Rockin' on the River (day 1)
8/7/21	Redmond 2050 outreach at Rockin' on the River (day 2)
8/9/21	Transportation outreach to Pedestrian-Bicycle Advisory Committee
8/18/21	Workshop: Policy options & alternatives: Transportation & Economic Vitality
8/19/21	Workshop: Equity in our Built Environment: Equitable, Sustainable, and Resilient Transit-Oriented Development (TOD)
8/25/21	Workshop: Policy options & alternatives: Housing options & alternatives
8/26/21	Redmond 2050 overview to Sustainability Advisory Committee
9/2/21	Workshop: Overlake: Accommodating Growth in Overlake - zoning and land use changes (touch on Overlake as a Metro Center)
9/2/21	Parks, Arts, Recreation, Conservation, and Culture briefing to Parks & Trails Commission
9/8/21	Workshop: Equity in our Built Environment: Inclusive / Universal Design
9/30/21	Workshop: Equity in our Built Environment: General Needs of our Community; Services & Amenities Needs (including: What do families need in taller buildings?)

Varied	Monthly meetings regarding Redmond Senior & Community Center project. Community Advisory Committee consisting of all ages representing project.
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Planning Commission Outreach

- 25 public meetings
- Of those meetings, seven included public hearings

a. How were special language needs assessed? List the special language needs assessments conducted.

- Consulted demographic data to determine top-five non-English languages spoken in the community

b. What outreach efforts did you utilize to ensure that minority, women, low-income, and LEP population groups were provided equal opportunity to participate in those outreach activities. (Examples: provided materials in other languages, met with local social services agencies, advertised in a minority publication).

- All activities are promoted via city's two primary websites, Redmond.gov and LetsConnectRedmond.com which both have Google Translate tool activated.
- Translated top-level messages for Redmond 2050 into top-five non-English languages spoken in Redmond
- Created Redmond 2050 website that is compatible with web-based translation services
- Conducted targeted outreach to small and minority-owned businesses for Redmond 2050
- Consulted local social services agencies as part of Redmond 2050 outreach
- Recruited a diverse Redmond 2050 Community Advisory Committee that meets monthly to advise City staff

c. List the special language services provided - note the professional language service provided including the name of the service, date provided, number of persons served, and any other relevant information.

Product	Translated By	Month Provided	# Persons Served
Posters	Dynamic Language	September 2020	Posted around town (hard to estimate)
Weather-related emergency messaging	Dynamic Language	January 2021	Citywide
Community Strategic Plan web-based document	Google Translate	September 2020	Citywide
Yard signs	Dynamic Language	September 2020	Posted around town (hard to estimate)
Social media images and content	Dynamic Language	September 2020	Posted to City's FB page multiple times

Utility bill stuffer	Dynamic Language	September 2020	Citywide - 11,800
BIPOC outreach materials – email invites to focus groups, etc.	Dynamic Language	January 2021	62 invitations sent
Small business survey – email invite and survey itself	Dynamic Language	March 2021	Email sent to 60 businesses, survey was city-wide
Themes flyers	Dynamic Language	July 2021	Posted to web site, distributed to 1000+ emails and a dozen partner agencies, used at multiple events
Hispanic household outreach flyer	City Staff	October 2021	400 households
Water Messaging	Dynamic Language	July 2021	Notices regarding water service disruptions translated in five languages for use when needed
Hispanic Heritage Month Proclamation	Dynamic Language	September 2021	Citywide

d. List any costs incurred for translations and interpreters for each activity.

We are still reporting during a time when COVID-19 pandemic restriction and plans to reopen are still under consideration due to the emergence of the Delta Variant. Some in person public meetings and activities were allowed, others were reconsidered and adjusted, yet many of the normal outreach activities are either not taking place or taking place with restrictions. At the moment, hybrid, online and virtual activities have continued, and concerted efforts have been made to connect with community-based organizations to ensure that limited English-speaking residents receive relevant information and were able to participate in city activities, meetings and surveys.

City staff continue to work with Centro Cultural Mexicano, Chinese Information and Service Center, Eastside Refugee and Immigrant Coalition, Hopelink, Immigrant Women's Community Center, Indian American Community Services, Muslim Community Resource Center, Muslim Community and Neighborhood Association, 4Tomorrow, and the YWCA among others to outreach to minority, women, low-income and LEP population groups.

Pre-pandemic, the City contracted with Language Line to provide real time interpretation and public facing staff had been trained in its use. This was used one time for Spanish interpretation on February 12, 2020. City Hall closed to the public from March 13, 2020 to July 1, 2021. Since then, interpretation services have been made available for callers to City Hall. Cost was \$5.96.

Redmond contracts with Dynamic Language to translate written and graphic communications. We invested approximately \$4,600 during this reporting period on translation.

We are researching other tools and strategies for future use.

4. List all the transportation related contracts (Federal and others) that were executed during the reporting period. (Please include construction, consultant agreements for planning, design, engineering, environmental, research, maintenance, etc.)

See attachments.

a. Include dollar value of each

b. Other than advertising in your local legal publication, what outreach was made to MWBE firms that a contracting opportunity existed within your agency?

N/A

c. Identify the MWBE contracts that were awarded and their dollar amount.

N/A

d. Is there a Title VI Non-Discrimination statement included in all contracts and public notices?

N/A

e. How did your organization ensure that minority, women, and disadvantaged firms were provided equal opportunity to participate in the contracting arena?

N/A

5. Summarize any transportation projects that identify potential impacts to minority and/or low-income Environmental Justice (EJ) populations (i.e., impacts such as displacements, increased noise, bisecting neighborhoods, et al). Note the following:

N/A

a. How impacts were minimized/mitigated.

b. Also include a statement, if applicable, on projects that specifically benefit community cohesion such as: adding sidewalks, improving access to properties that improve access for EJ populations.

6. If Right of Way has been acquired for a transportation project, please describe:

a. Identify the number of minority, low-income, elderly and disabled persons affected.

b. The efforts that were made to address Limited English Proficiency issues (including use and cost of translators, outreach efforts for each reported activity).

c. Describe any concerns raised by minorities and women regarding appraisals, negotiations, relocation assistance, and payments. What actions were taken to resolve those issues?

7. List and describe any Title VI related complaints, as a result of transportation activities and projects. Include:

N/A

a. What was the allegation or concern?

b. Procedures used

c. Action taken

d. Resolution

Appendix A

English



General Assistance

Call (425) 556-2900 (extension 7) to:

- Report issues like graffiti or broken sidewalks
- Ask questions on topics like utility billing
- Request special modifications for attending City programs
- Receive language interpretation to better understand city services.



Emergency services

Call 911 for police, fire and emergency medical attention.



Social services

Call 211 for assistance with rent, food, employment, legal issues, or related issues.



Transportation

Learn how to travel through Redmond on roads, trails, buses, and trains.

redmond.gov/243/Getting-Around-Redmond



Parks and Recreation

Visit our parks and trails. Rent picnic shelters and rooms for parties. Register for recreational classes, camps, and activities for all ages. Fee assistance is available.

redmond.gov/parks



Community Events

Attend community events in Redmond that are open and free to the public.

redmond.gov/Events



Business Licenses

Apply for or renew a City business license, which is required to conduct business inside of the Redmond city limits.

redmond.gov/businesslicense



Permits and Regulations

If you plan to remodel or construct your home or building, or change the use of your property, contact the City at 425-556-2494.

redmond.gov/1031/Construction-and-Permits



Tell us what you think about proposed plans and projects.

LetsConnectRedmond.com



City of Redmond
WASHINGTON

Redmond City Hall
15670 NE 85th Street, Redmond, WA

Notice of nondiscrimination is available at redmond.gov/TitleVI.
This flier is available in Spanish, Chinese, Hindi,
Russian, and Arabic translations.

TO LEARN MORE, VISIT
redmond.gov/Welcome

Language interpretation is available
in person at City Hall or by phone
at (425) 556-2900 (extension 7).

Appendix A

Chinese



一般援助

致电 (425) 556-2900 (分机 7) 以便:

- 举报墙上乱写乱画或人行道破损等问题
- 公共事业 (水电煤气等) 账单类问题问询
- 要求进行特定修改以便参与市政项目
- 获得语言口译服务以便更好的理解公共服务。



紧急服务

拨打 911 报警, 火灾和紧急医疗救护。



社会服务

拨打 211 寻求租金、食物、就业、法律问题或相关问题的帮助。



交通

了解如何在 Redmond 的道路和小径中穿行, 以及如何使用公交和火车在 Redmond 内出行。

redmond.gov/243/Getting-Around-Redmond



公园和娱乐

到公园里游玩, 在小径上漫步。为聚会租用野餐场所和房间。报名参加适合所有年龄层的娱乐课程、夏令营和活动。可提供资金援助。

redmond.gov/parks



社区活动

参加 Redmond 对公众免费开放的社区活动。

redmond.gov/Events



营业执照

申请城市营业执照或对执照进行续期, 若要在 Redmond 市内进行业务需要这一执照。

redmond.gov/businesslicense



许可和法规

如果您计划改造或建造您的房屋或建筑物, 或更改您的房产的用途, 请拨打 425-556-2494 与市政联系。

redmond.gov/1031/Construction-and-Permits

**Let's Connect
Redmond**

告诉我们您对提
议的计划和项目
的看法。

LetsConnectRedmond.com



City of Redmond
WASHINGTON

Redmond City Hall
15670 NE 85th Street, Redmond, WA

非歧视通知可以在 redmond.gov/TitleVI 上找到。
此传单有西班牙语、汉语、印地语、俄语和阿拉伯语翻译版。

如要了解更多信息, 请访问:
redmond.gov/Welcome

口译服务可于市政厅当面获得或致电
(425) 556-2900 (分机 7) 获得。

Appendix A

Spanish



Asistencia general

Llame al (425) 556-2900 (extensión 7) para:

- Reportar problemas como grafitis o aceras rotas
- Hacer preguntas sobre temas como la facturación de servicios públicos
- Solicitar modificaciones especiales para asistir a programas de la ciudad
- Recibir interpretación en otro idioma para entender mejor los servicios de la ciudad.



Servicios de emergencia

Llame al 911 para la policía, los bomberos y la atención médica de emergencia.



Servicios sociales

Llame al 211 para obtener ayuda con el alquiler, la comida, el empleo, los asuntos legales o problemas relacionados.



Transporte

Aprenda cómo viajar por Redmond en carreteras, senderos, autobuses y trenes.
redmond.gov/243/Getting-Around-Redmond



Parques y Recreación

Visite nuestros parques y senderos. Alquile áreas techadas para picnic y salones para fiestas. Regístrese en clases recreativas, campamentos y actividades para todas las edades. La asistencia para pagos está disponible.

redmond.gov/parks



Eventos comunitarios

Asista a los eventos comunitarios en Redmond que, son abiertos y gratuitos para el público.

redmond.gov/Events



Licencias Comerciales

Solicite o renueve la licencia comercial, que se requiere para realizar negocios dentro de los límites de la ciudad de Redmond.

redmond.gov/businesslicense



Permisos y Regulaciones

Si planea remodelar o construir su casa o edificio, o cambiar el uso de su propiedad, comuníquese con la ciudad al 425-556-2494.

redmond.gov/1031/Construction-and-Permits

Let's Connect
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**Cuéntenos qué le
parecen los planes y
proyectos propuestos.**

LetsConnectRedmond.com



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WASHINGTON

Redmond City Hall
15670 NE 85th Street, Redmond, WA

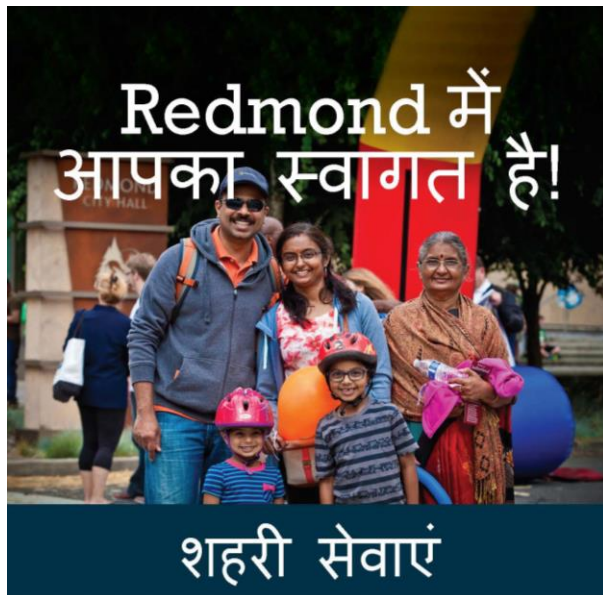
*El aviso de no discriminación está disponible en redmond.gov/TitleVI.
Este folleto está disponible en español, chino, hindi, ruso y árabe.*

PARA OBTENER MÁS INFORMACIÓN, VISITE
redmond.gov/Welcome

**La interpretación de idiomas está disponible
en persona en la Alcaldía o por teléfono al
(425) 556-2900 (extensión 7).**

Appendix A

Hindi



सामान्य सहायता

निम्न हेतु (425) 556-2900 (विस्तारक 7) पर कॉल करें:

- भित्तिचित्र या टूटे गलियारों जैसे मुद्दे को रिपोर्ट करना
- जनोपयोगी वस्तुओं की बिलिंग जैसे विषयों पर प्रश्न पूछना
- शहर के कार्यक्रमों में भाग लेने हेतु विशेष बदलावों का अनुरोध करना
- शहरी सेवाओं को बेहतर ढंग से समझने के लिए भाषाई व्याख्या प्राप्त करना।



आपातकालीन सेवाएं

पुलिस, अग्निशमन और आपातकालीन चिकित्सा के लिए 911 पर कॉल करें।



सामाजिक सेवाएं

किराए, भोजन, रोजगार, कानूनी मुद्दों या संबंधित मुद्दों पर सहायता के लिए 211 पर कॉल करें।



परिवहन

सड़कों, गलियों, बसों और ट्रेनों में Redmond के जरिए यात्रा करना सीखें।

redmond.gov/243/Getting-Around-Redmond



उद्यान और मनोरंजन

हमारे उद्यानों और गलियों में जाएं। पार्टियों के लिए पिकनिक स्थल और कमरे किराए पर लें। सभी उम्र के लोगों के लिए मनोरंजन संबंधी कक्षाओं, शिविरों और गतिविधियों के लिए पंजीकरण करें। निःशुल्क सहायता उपलब्ध है।

redmond.gov/parks



सामुदायिक कार्यक्रम

Redmond में सामुदायिक कार्यक्रमों में भाग लें, जो जनता के लिए खुले और निःशुल्क हैं।

redmond.gov/Events



व्यवसाय लाइसेंस

शहर के व्यवसाय लाइसेंस या उसे नवीकृत करने के लिए आवेदन करें, जो Redmond शहर की सीमा के अंदर व्यवसाय करने के लिए जरूरी है।

redmond.gov/businesslicense



परमिट और नियम-कानून

यदि आप अपने घर या इमारत को नया रूप देने या निर्माण करने या अपनी संपत्ति के उपयोग को बदलने की योजना बनाते हैं, तो 425-556-2494 पर सिटी से संपर्क करें।

redmond.gov/1031/Construction-and-Permits

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प्रस्तावित योजनाओं और परियोजनाओं के बारे में हमें अपनी राय बताएं।

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गैर-भेदभाव की सूचना redmond.gov/TitleVI पर उपलब्ध है।
यह परिपत्र स्पेनी, चीनी, हिंदी, रूसी और अरबी अनुवादों में उपलब्ध है।

अधिक जानने के लिए, यहां जाएं
redmond.gov/Welcome

भाषा की व्याख्या सिटी हॉल में व्यक्तिगत रूप से या (425) 556-2900 (विस्तारक 7) पर फोन से उपलब्ध है।

Appendix A

Russian



Помощь по общим вопросам
Обращайтесь по телефону (425) 556-2900 (добавочный 7), чтобы:

- Сообщить о проблемах, например, граффити или неполадки с тротуарами
- Задать вопросы на такие темы, как счета за коммунальные услуги
- Попросить о предоставлении особых удобств для участия в проводимых городом программах
- С помощью устного переводчика лучше разобраться в предоставляемых городом услугах.



Аварийные службы
За помощью полиции, пожарной охраны и неотложной медицинской помощи обращайтесь по телефону 911.



Социальные услуги
За помощью в вопросах съема жилья, продуктов питания, трудоустройства, решении правовых и сопутствующих проблем обращайтесь по телефону 211.



Транспорт
Узнайте, как передвигаться по Redmond по дорогам, дорожкам, на автобусах и поездах.
redmond.gov/243/Getting-Around-Redmond

ДОПОЛНИТЕЛЬНУЮ ИНФОРМАЦИЮ
МОЖНО НАЙТИ ПО АДРЕСУ
redmond.gov/Welcome



Парки и места отдыха
Посещайте наши парки и пешие маршруты. Снимайте места для пикников и помещения для вечеринок. Записывайтесь на оздоровительные занятия, в лагеря и на мероприятия для людей всех возрастов. Предлагается помощь с оплатой.
redmond.gov/parks



Общественные мероприятия
Посещайте проводимые в Redmond открытые и бесплатные общественные мероприятия.
redmond.gov/Events



Лицензии на ведение коммерческой деятельности
Подайте заявление об обновлении городской лицензии на ведение коммерческой деятельности, которая требуется для ведения коммерческой деятельности в черте города Redmond.
redmond.gov/businesslicense



Разрешения и нормативы
Если вы планируете реконструировать свой дом или здание, построить его или изменить его назначение, позвоните в муниципалитет по телефону 425-556-2494.
redmond.gov/1031/Construction-and-Permits

**Let's Connect
Redmond**

Поделитесь с нами мнением о предлагаемых планах и проектах.

LetsConnectRedmond.com



City of Redmond
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Redmond City Hall
15670 NE 85th Street, Redmond, WA

Уведомление о недопущении дискриминации опубликовано по адресу redmond.gov/TitleVI.

Эта листовка переведена на испанский, китайский, русский и арабский языки, а также на хинди.

Устный перевод предлагается либо у порядке личного присутствия в муниципалитете, либо по телефону (425) 556-2900 (добавочный 7).

Arabic

الحدائق ومناطق الترفيه

تفضلوا بزيارة الحدائق والطرق، وقوموا باستئجار غرف
أكواخ التنزه لإقامة الحفلات. لا تنسوا تسجيل أسماككم لحضور
فصول الترفيه والمخيمات والأنشطة التي تناسب جميع الأعمار.
يمكنكم الاستمتاع بتخفيضات على الرسوم.
redmond.gov/parks



الفعاليات المجتمعية

بادروا بحضور الفعاليات المجتمعية المجانية والمفتوحة أمام العامة
والتي تتعقد في ريدموند.
redmond.gov/Events



تراخيص العمل

يلزم لممارسة الأعمال داخل حدود مدينة ريدموند، التقدم بطلب
من أجل الحصول على رخصة عمل في المدينة أو تجديدها.
redmond.gov/businesslicense



التصاريح واللوائح التنظيمية

إذا كنتم تخططون لتغيير منزل أو تغيير تصميمه أو لبناء مرفق أو
تغيير الهدف من استخدامه، فيرجى التواصل مع مسؤولي المدينة
على الرقم 425-556-2494
redmond.gov/243/Getting-Around-Redmond



أخبرونا عن آرائكم حول
المشروعات والخطط
المقترحة.

LetsConnectRedmond.com

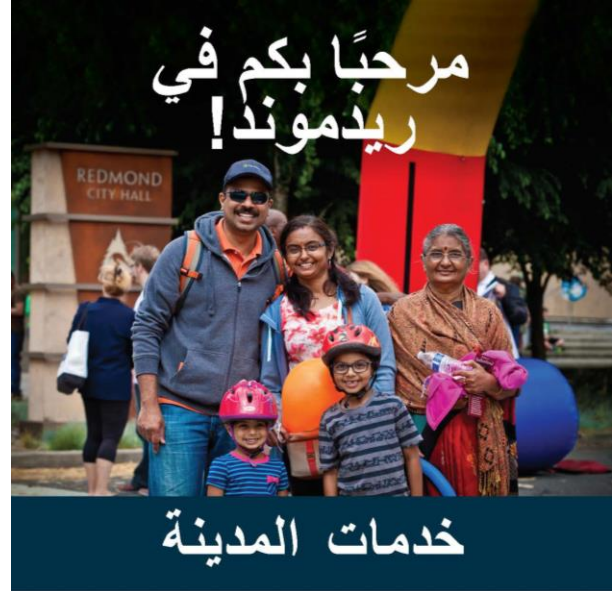
Let's Connect
Redmond



Redmond City Hall
15670 NE 85th Street, Redmond, WA

يتوفر إخطار عدم التمييز على الموقع redmond.gov/TitleVI.
هذا المنشور متاح بترجمات اللغة العربية والإسبانية والصينية والهندية والروسية.

مرحبًا بكم في
ريدموند!



خدمات المدينة

مساعدة عامة

يرجى الاتصال على رقم 556-2900 (425)
(الخط الفرعي 7) للقيام بالاتي:

- الإبلاغ عن مشكلات مثل أو صفة مكسورة أو رسومات
- على الجدران (جرافيتي)
- طرح أسئلة تخص بعض الموضوعات مثل فواتير المرافق
- طلب تعديلات خاصة من أجل حضور البرامج التي تنظمها المدينة
- تلقي خدمة الترجمة الفورية للغة من أجل استيعاب خدمات المدينة بشكل أفضل.



خدمات الطوارئ

يرجى الاتصال على الرقم 911 للاستعانة بخدمات الشرطة
وإدارة الإطفاء والرعاية الطبية الطارئة.



الخدمات الاجتماعية

يرجى الاتصال على الرقم 211 لطلب المساعدة بشأن تأجير
منزل أو الحصول على الطعام أو التوظيف أو المشكلات القانونية
أو المشكلات ذات الصلة.



التنقل

ينبغي التعرف على كيفية التنقل عبر شوارع ريدموند وطرقها
وعلى متن حافلاتها وقطاراتها.

redmond.gov/243/Getting-Around-Redmond



كما تتوفر الترجمة القورية للغات بشكل شخصي
داخل مجلس المدينة أو عبر الهاتف على الرقم
(425) 556-2900 (الخط الفرعي 7).

لمعرفة المزيد، يرجى زيارة
redmond.gov/Welcome

Appendix B

Appendix B

Appendix B